#### RECEIVED FOR SCANNING VENTURA SUPERIOR COURT

OCT 07 2020	PLD-C-001
ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Ber number, and address, Brian P. McGurk, Esq. (SBN: 250091) MICHAEL & ASSOCIATES, PC	FOR COURT USE ONLY
555 St. Charles Drive, Suite 204, Thousand Oaks, CA 91360  TELEPHONE NO (805) 379-8505  FAX NO (Optional, (805) 379-8525	
E-MAIL ADDRESS (Cu: one)	1
ATTORNEY FOR (Name) American Express National Bank, Successor by Merger to American Express Bank, 15B	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF VENTURA	
STREET ADDRESS 800 South Victoria Avenue	
MA: .NG ADDRESS:	
City and zip code Venitura, CA 93009	
PRANCH NAME Ventura Hall of Justice	
PLAINTIFF: American Express National Bank, Successor by Merger to	
American Express Bank, FSB  DEFENDANT George A Braier, aka George Braier, individually and DBA	
Latino Check Cashing  X DOES 1 TO 20	
CONTRACT	
COMPLAINT AMENDED COMPLAINT (Number):	
CROSS-COMPLAINT AMENDED CROSS-COMPLAINT (Number):	
Jurisdiction (check all that apply):	CASE NUMBER
ACTION IS A LIMITED CIVIL CASE  Amount demanded does not exceed \$10,000	
exceeds \$10,000 but does not exceed \$25,000	
X ACTION IS AN UNLIMITED CIVIL CASE (exceeds \$25,000) ACTION IS RECLASSIFIED by this amended complaint or cross-complaint	
from limited to unlimited from unlimited to limited	1
1. Plaintiff* (name or names). American Express National Bank, Successor by FSB	Merger to American Express Bank,
alleges causes of action against defendant* (name or names). George A Braier, all DBA Latino Check Cashing; Does 1 through 20.	ca George Braier, individually and
2. This pleading, including attachments and exhibits, consists of the following number of particles of the following number of the following	ages: 15
3. a. Each plaintiff named above is a competent adult	
x except plaintiff (name): American Express National Bank, Successor by Merg (1) x a corporation qualified to do business in Californ a	er to American Express Bank, FSB
(2) an unincorporated entity (describe): (3) other (specify).	
b. Plaintiff (name):	adas No. Galiliana mama (anasifi h
ahas complied with the fictitious business name laws and is doing business up	idel the licitious flame (specify).
<ul> <li>b has complied with all licensing requirements as a licensed (specify):</li> <li>c Information about additional plaintiffs who are not competent adults is shown in</li> </ul>	Attachment 3c.
4. a Each defendant named above is a natural person	
except defendant (name): except defendar	nt (name):
	ess organization, form unknown
(2) a corporation (2) a corpo	
	corporated entity (describe): c entity (describe):
	specify):
* If this form is used as a cross-complaint, plaintiff means cross-comp tinent and defendant me	• • • •
Form Approved for Optional Use Jud. at Council of Celfornia PLD-C 001 [Rev. January 1, 2007]  COMPLAINT—Contract	Code of Civil Procedure, § 425.12



SHORT TITLE	CASE NUM:: "R
AMEX vs. Braier, et al.	OA. NOM.
defendants and acted within the scope of that agency or employment.	gents or employees of the named is whose capacities are unknown to Attachment 4c.
5. Plaintiff is required to comply with a claims statute, and a. has complied with applicable claims statutes, or b. is excused from complying because (specify):	
<ul> <li>This action is subject to Civil Code section 1812.10 Civil Code section 2984</li> <li>This court is the proper court because <ul> <li>a defendant entered into the contract here.</li> <li>a defendant lived here when the contract was entered into.</li> <li>a defendant lives here now.</li> <li>the contract was to be performed here.</li> <li>a defendant is a corporation or unincorporated association and its principal place of b</li> <li>real property that is the subject of this action is located here.</li> <li>other (specify):</li> </ul> </li> </ul>	
<ul> <li>8. The following causes of action are attached and the statements above apply to each (each cormore causes of action attached).</li> <li>Breach of Contract</li> <li>Common Counts</li> <li>Other (specify):</li> <li>9. Other allegations:</li> </ul>	mplaint must have one or
<ul> <li>10. Plaintiff prays for judgment for costs of suit, for such relief as is fair, just, and equitable; and a.</li></ul>	for
11. The paragraphs of this pleading alleged on information and belief are as follows (specify 7  Date: September 28, 2020  Brian P. McGurk, Esq. (SBN: 250091)  (TYPE OR PRINT NAME)	y paragraph numbers).
(If you wish to verify this pleading, affix a verification.)	

SHORT TITLE:	CASE NUMBER
AMEX vs. Braier, et al.	
FIRST CAUSE OF ACTION—Common Counts	
ATTACHMENT TO X Complaint Cross - Complaint	
(Use a separate cause of action form for each cause of action.)	
CC-1. Plaintiff (name): American Express National Bank, Successor by Merger to America	an Express Bank, FSB
alleges that defendant (name): George A Braier, aka George Braier, and vidually and DBA Lating became indebted to	o Check Cashing, Does 1 through 20.
<ul> <li>a. X within the last four years</li> <li>(1) X on an open book account for money due.</li> <li>(2) X because an account was stated in writing by and between plain was agreed that defendant was indebted to plaintiff.</li> </ul>	ntiff and defendant in which it
b. within the last two years four years  (1) for money had and received by defendant for the use and bene  (2) for work, labor, services and materials rendered at the special i and for which defendant promised to pay plaintiff.  the sum of \$	
the reasonable value.  (3) for goods, wares, and merchandise sold and delivered to defen promised to pay plaintiff the sum of \$ the reasonable value.	ndant and for which defendant
<ul> <li>(4)  for money lent by plaintiff to defendant at defendant's request.</li> <li>(5)  for money paid, laid out, and expended to or for defendant at defendant a</li></ul>	efendant's special instance and
(6) other (specify):	
CC-2. \$34,773.05 , which is the reasonable value, is due and uplus prejudgment interest according to proof at the rate of from (date):	inpaid despite plaintiff's demand, percent per year
CC-3. Plaintiff is entitled to attorney fees by an agreement or a statute of \$ according to proof.	
CC-4. Other:	

Page 3 of 15

SHORT TITLE:		CASE NUMBER:
	AMEX vs. Braier, et al.	<u> </u>
FIRST (number)	CAUSE OF ACTION—Common Counts	
ATTACHMENT TO X	Complaint Cross - Complaint	
(Use a separate cause of	action form for each cause of action.)	
CC-1. Plaintifi (name): Ar	nerican Express National Bank, Successor by Merger to American	can Express Bank, FSB
alleges that defenda became indebted to	ant (name): George A Braier, aka George Braier, individually and DBA Lat  X plaintiff  other (name):	ino Check Cashing, Does 1 through 20.
a.  within the (1) (2)	e last fcur years on an open book account for money due. because an account was stated in writing by and between pla was agreed that defendant was indebted to plaintiff.	intiff and defendant in which it
b	for money had and received by defendant for the use and ber for work, labor, services and materials rendered at the specia and for which defendant promised to pay plaintiff.  the sum of \$ the reasonable value. for goods, wares, and merchandise sold and delivered to defe promised to pay plaintiff the sum of \$ the reasonable value. for money lent by plaintiff to defendant at defendant's request for money paid, laid out, and expended to or for defendant at request. other (specify):	I instance and request of defendant endant and for which defendant
of \$	, which is the reasonable value, is due and sterest according to proof at the rate of ntitled to attorney fees by an agreement or a statute ding to proof.	unpaid despite plaintiff's demand, percent per year

Page 4 of 15



## **Business Gold Rewards** LATINO CHECK CASHING GEORGE A BRAIER

Crosing Date 08/03/20 Next Closing Date 09/03/20
Account Ending 2007

Customer Care: 1-800-492-3344 1-800-221-9950 Website: 1-800-221-9950 Website: americanexpress.com

New Balance		\$34,773.05	Membership Rewards Available and Pending as of 06	/30/20
Minimum Payment	t Due	\$7,465.57	For more detail about Pour	8,271
Includes the past due amor	unt of \$7,161.57	i .	visit americanexpress.cor	n/rewardsinfo
Payment Due Date		08/28/20 <sup>‡</sup>	Account Summary	
your Next Closing Date of greater of \$39.00 or 2.99	of 09/03/20, you may have to % of the past due Pay in Full	o pay a late fee of the Lamount. Also, your Pay	Pay in Full Portion Previous Ba' ince Payments/Credits New Charges Fees New Balance =	\$4,394 57 -\$0.00 +\$0.00 +\$0.00 \$4,394 57
ou will pay more in interest a			New Charges Fecs	\$30,378.48 -\$0.00 +\$0.00 +\$0.00 +\$0.00
arges and each month you	shown on this statement in	And you will pay an estimated total of	New Balance = Minimum Due	\$30,378.48 \$3,071.00
Only the Minimum Payment Due	30 years  - court credit counseling servi	\$73,760  ces. ca.l 1-888-733-4139.	Account Total Previous Balance Payments/Credits New Charges	\$34,773.05 -\$9.00 +\$0.00
	_		Feet Interest Charged	+\$0.00 +\$0.00
your Account terms and	ORTANT NOTICES section is any other communication.	n for any changes to ons on	New Balance Minimum Payment Due	\$34,773.05 \$7,465.57
This statement is for in Please contact your co	llections agency for acc m Payment Due, your a	ount information.	Days in Billing Period: 31	
	Late Payment Warning your Next Closing Date of greater of \$39.00 or 2.99 Over Time APR may be in the lambda of the	Minimum Payment Due Includes the past due amount of \$7,161.57  Payment Due Date   Late Payment Warning: If you do not pay your Minyour Next Closing Date of 09/03/20, you may have to greater of \$39.70 or 2.99% of the past due Payin Ful Over Time APR may be increased to the Penalty APR  Inimum Payment Warning: If you make only the min or will pay more in interest and it will take you longer to alance. For example:  You will pay off the balance shown on this statement in about  Only the 30 years  You will pay off the balance shown on this statement in about  Only the 30 years  See page 2 for important information about your account Please refer to the IMPORTANT NOTICES section your Account terms and any other communicating pages 5 - 10.  This statement is for information purposes or Please contact your collections agency for account please contact your collections agency for account terms and any other communication please contact your collections agency for account please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for account terms and any other communication please contact your collections agency for	Minimum Payment Due    S7,465.57	Minimum Payment Due Includes the past due amount of \$7,161.57  Payment Due Date  \$ 08/28/20    Late Payment Warning: If you do not pay your Minimum Payment Due by your Next Closing Date of 09/03/20, you may have to pay a late fee of the greater of \$39.70 or 2.99% of the past due Pay in Full amount. Also, your Pay Over Time APR may be increased to the Penalty APR of 27.24°.  Inimum Payment Warning: If you make only the minimum payment cach period, but will pay more in Interest and it will take you longer to pay off your Pay Over Time lance. For example:  You make no additional You will pay off the balance And you will pay an alout  Only the Minimum Payment Due 30 years  See page 2 for important: information about your account.  Please refer to the IMPORTANT NOTICES section for any changes to your Account terms and any other communications on pages 5 - 10.  Account Summary  Pay in Full Portion Previous Balance Payments/Credits New Charges Fees Interest Charged New Balance — Minimum Payment Due  Account Total Previous Balance Payments/Credits New Charges Fees Interest Charged New Bal

◆ Please fold on the perforation below, detach and return with your payment ◆

Payment Coupon
Do not staple or use paper cips



Pay by Phone 1-800-472-9297

Account Ending 2007 Enter 15 digit account # on all pu/ments. Make check payable to American Express.

GEORGE A BRAIER LATINO CHECK CASHING

IMUUSANU UANS CA 91362-2660

Payment Due Date 08/28/20 New Balance \$34,773.05 Minimum Payment Due \$7,465.57

Hufu AMER PO B LOS ANGELES CA 90096-8000

յլնարկայիլությունի արևայիլության և հ	
RICAN EXPRESS	\$
OX 0001	Amount Enclosed

Sec reverse side for instructions on how to update your address, phone number, or email.

Payments: Your payment must be sent to the payment address shown on your statement and must be received by 5 p.m. local time at that a idress to be credited as or the day it is received. Payments we receive after 5 p.m. will not be credited to your Account until the next day. Payments must a sc. (1) include the remittance coupon from you statement, i2, be made with a single check drawn on a 115 bank a dipuyable in US collars, or with a negotiable instrument bayable. "US drillars and clearable through the US banking system and (3, include your Account number, if your payment do meet a of the above requirements, crediting may be delayed ind you may incur late payment fees and additions interest charges. Electronic payments must be made through an electronic payment method payable Payment in a foreign currency, we will convert is not US doilars at a conversion rate that is acceptable to us, unless a particular rate is required. by law. Lesse do not send post-dated checks as they will be deposted upon ecerpt. Any restrictive language on a payment we accept will have no effect on us without our express prior written approval. We will represent to your financial institution any payment that is returned unpaid.

Permission for Electronic Withdrawal: (1) When you send a check for

payment, you give us permission to electronically withdraw your payment from your deposit or other asset account. We will process checks electronically by transmitting the amount of the check, routing number, account number and check serial number to your financial institution. Unless the check is not trocessable electronically or a less costly proces is available. When the process your theck electronically your payment may be withdrawn from your deposit or other asset account as soon as the same day we receive your check and you will be receive that clincelled check with your fill arcial account statement. If we called children funds Phone or any other electronically withdraw funds from the deposit or other asset account your specify in the amount you request. Payments using such services of ours received after £ 00 p.m. MST may not be credited until the

How We Calculate Your Balance: We use the Average Daily Balance (ADB) method (inc), ding new transactions) to calculate the balance on which we charge interest for Pay Over Time balances on your Account. Call this Costomer Care number on page 3 for more information about this be unce computation method and how resulting interest charges are determined. The method we use to calculate the ADB and interest results in daily compounding of interest.

day compounding of interest. If you have a Pay Over Time barance, your due date is at least 25 days after the close of each billing period. We will not charge interest on charges add dit a Pay Over Time balance if you pay the Account Total New Billion by the due date each month.

Foreign Currency Charges: If you make it. Charge in a foreign currency, we will convert if into US dollars on the date we or our agents process it. We will convert in the convertion at a that it accounts to the football of the state of the stat

will choose a conversion rate that is accoptable to us for that date, unless a particular rate is required by law. The conversion rate we use is no more

than the highest official rate published by a government agency or the than the highest critical rate published by a government agency of the highest interbank rate we dentify from customary banking sources on the conversion gate or the prior business day. This hate may differ from rates neffect in the dute of your charge. Charges converted by establishments will be brief at the crates such establishments use.

De direct activitiates such establishments use. Credit Balance: A credit balance: designated CR; shown on this statement represents money owed to you. If within the Mx month perhit following the nate of the first statement in that no the credit balance you do not request a refuncior charge congruence as up the credit balance, we will send you alcheck for the credit balance within 30 days if the amount is \$1,000 more.

Credit Reporting: We may report information about your Account to credit bureaus. Late payments, missed payments, or other defaults on your Account may be reflected in your credit report.

What To Do if You Think You Find A M stake On You: Statement If you think there is an error on you: statement write to us at American Express, PO Box 981515, E. Paso TX 79998-1535 In your letter give us the following information:

- Account information: Your name and account number

- Dollar c...ount. The dollar amount of the suspected error. Description of Problem: Describe what you believe is wrong and why you believe it is a mistake

- You must contact us:
   Within nO days after the error appeared on your statement.
- At least 2 busines, days before an automated payment, a scheduled, if you eent to life haymer, on the impount you think is wrong.
  You must not fy us of any potential errors in writing. You may call us, but if
- you do we may not follow those procedures and you may have to pay the amount in a estion.

- What W. Happen After We Receive Your Letter
  When we receive your letter, we will do two things:

  1. Within 30 days of receiving your letter, we will tell you that we received your letter W: vill also tell you we have already corrected the error.

  2. We will investigate your inquiry and will either correct the error or washing a received.

explain to you why we believe the bill is correct.
While we investigate whether or not there has been an error.

- We will not try to co lest the amount in guestion.
- The charge in question may remain on your statement, and we may
- continue to charge you interest on that amount.

  While you do not have to pay the amount in question, you are responsible for the remainder of your balance.

- We can apply any unpaid amount lagainst your credit limit.
  After we finish our investigation lone of two things will tappen:
   If we made a mistake: You will not have to pay the impoint in quest union any interest or other fees related to that amount.
- If we do not believe there was a mistake. You will have to pay the amount in duestion, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may report you as delinquent if you do not pay the amount we think you owe.

#### Change of Address, phone number, email

- On real www american express com/update contactinfo
- Via mobile device
- Voice automated call the number on the back of your card
- For name, company name, and foreign address or phone changes, please call Customer Care

Please do not add any written communication or address change on this stub

#### Pay Your Bill with AutoPay

- Deduct your payment from your bank account automatically each month.
  - Avoid late fees
  - Save time

Visit americanexpress.com/autopay today to enroll.

For information on now we protect your privacy and to set your communication and privacy choices, please visit www.americanexpress.com/privacy.



Business Gold Rewards LATINO CHECK CASHING GEORGE A BRAIER Closing Date 08/03/20

Account Ending

2007



Customer Care & Billing Inquiries International Collect Large Print & Braille Statements Lost or Stolen Card Express Cash 1-9:00-678-0745 Hearing Impaired 1-336-393-1111 TTY: 1-800-221-9950 1-800-678-0745 FAX: 1-623-707-4442 In NY: 1-80C-522-1897 1-800-CASH-NOW

豆

Website: american express.com

Customer Care & Billing Inquiries P.O. BOX 981535 EL PASO, TX 79998 1535

Payments PO BOX 0001 LOS ANGELES CA 90096-8000

Fees	
	Amount
Total Fees for this Period	\$0.00
Interest Charged	
	Amount
Total Interest Charged for this Period	\$0.00

#### **About Trailing Interest**

You may see interest on your next statement even if you pay the new balance in full and on time and make no new charges. This is called "tralling interest." Trailing interest is the interest charged when, for example, you didn't pay your previous be ance in full. When that happens we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full and on time each month. Please see the "When we charge interest" sub-section in your Cardmember Agreement for datal is

2020 Fees and Interest Totals Year-to-Date				
			 	Amoun
Tota Fee in 2020			 	\$164.8
Total Interest in 2020				\$2,907.5

\*

#### MINORTANTINOTICES

#### Notice of Important Changes to your Cardmember Agreement

We are making changes to your American Express Cardmember Agreement referenced in this notice. We encourage you to read this notice, share it with Additional Card Members on your account, and fire it for future reference. The detailed changes to your Cardmember Agreement can be found after the below summary chart.

In the case of a transfer to a new Card product with the same Account number, the changes below will remain in effect.

Summary	y of Changes, Effective for billing periods ending on or after November 1, 2020
About using your card	We are amending the <i>More about Pay Over Time</i> sub-section by adding a disclosure that explains when we may suspend your Pay Over Time feature.
About your Minimum Payment Due	We are modifying how we calculate your Minimum Payment Due. As a result, if you have a Pay Over Time balance, your Minimum Payment Due may be higher. These changes will be reflected as of your billing period ending on or after <b>November 1, 2020</b> .  If you are enrolled in a payment program or are eligible for relief under the Servicemembers C vil Relief Act (SCRA) please be advised that you will continue to receive relief under the applicable act as long as you continue to be eligible, or under the payment program as long as you comply with the terms and conditions sent at the time you were enrolled. This change will become effective for you upon completion of your payment program or once you are no longer eligible for relief under the SCRA.

ID 13037

See the following pages for the Detail of Changes to your Cardmember Agreement

CMLENGDPRUS0126

#### **Detail of Changes to Your Cardmember Agreement**

This notice amends your American Express Cardmember Agreement ("Agreement") as described be ow. Any terms in the Cardmember Agreement conflicting with this change are completely replaced. Terms not changed by this notice continue to apply. If you have any questions, please call the number on the back of your Card.

#### About using your card

Effective for billing periods ending on or after November 1, 2020, the *More about Pay Over Time* sub-section in the *About using your card* section in Part 2 of your Cardmember Agreement is amended by adding the following language as the last paragraph:

We may suspend your Pay Over Time feature at any time based on our assessment of your cred tworth ness, the status of your Account, and your enrollment in a payment program. In addition, if your Account is past due, you will not be able to change your Pay Over Time setting from Off to On.

#### **About Your Minimum Payment Due**

Effective for billing periods ending on or after November 1, 2020, the How we calculate Your Minimum Payment Due sub-section included in Part 2 of the Cardmember Agreement will be deleted in its entirety and replaced with:

# How we calculate Your Minimum Payment Due

The Minimum Payment Due is the Pay in Full New Balance plus any Pay Over Time Minimum Due. To calculate the Pay Over Time Minimum Due for each statement, we take the higher of (1) or (2) below, then we round that number to the nearest collar and add any Pay Over Time amount past due:(1) \$35, or (2) The amount calculated using the following steps;

- Subtract the interest charged on the statement from the Pay Over Time New Balance. This gives you a Modified Pay Over Time Balance.
- II. Add the following together:
  - 1% of the portion of the Modified Pay Over Time Balance less than or equal to \$25,000 and
  - 5% of the portion of the Modified Pay Over Time Balance greater than \$25,000 and less than or equal to \$75,000 and
  - 10% of the portion of the Modified Pay Over Time Balance greater than \$75,000
- III. Divide the sum from step II by the Modified Pay Over Time Balance and round to four decimals (ex 0.1234)

EXAMPLE: Assume that you have a Pay Ov.:r Time New Balance of \$75.000, interest of \$749.59 no amounts past due and a \$1,000 Pay In Fuil New Bulance.

- 1) \$50, or (2) Calculate the following
- 1. \$75,000 \$749 59 = \$74,250.41 II. Add the following together
  - Add the following together
  - 1% multiplied by \$25,000 = \$250
  - 5% multiplied by (\$74,250.41 \$25.000) = \$2.462.52
- \$250 + \$2 462.52 = \$2,712 52 III \$2,712 52 a vided by \$74,250.41 =
- 0.03653206 Round to four decimals = 0.0365 IV. 0.0365 multiplied by \$74,250.41 =
- \$2 710 13 V. \$749.59 + \$2,710 13= \$3,459.72

The higher of '1 or (2) Is \$3,459 72, which rounds to \$3 460 (9) The Pay Over Time Minimum Payment Due of \$3,460 90 plus the Pay in Full New Balance of \$1 000 together make up the Minimum Payment Due of \$4,460 00

- IV. Multiply the result from step III and the Modified Pay Over Time Balance.
- V. Add the interest charged on the statement to the result from step IV.

Your Pay Over Time Minimum Payment Due will not exceed your Pay Over Time New Balance. You may pay more than the Minimum Payment Due, up to your entire outstanding balance, at any time.

THE STATE OF

#### Notice of Important Changes to Your Cardmember Agreement

We are making changes to your American Express Cardmember Agreement referenced in this notice. We encourage you to read this notice, share it with Additional Card Members on your account, and file it for future reference. The detailed changes to your Cardmember Agreement can be found after the below summary chart.

Market of the second se	Summary of Changes, Effective Immediately
Claims Resolution and Claims Resolution for Covered Borrowers	We are making changes to the claims resolution sections in your Cardmember Agreement.
	Summary of Changes, Effective August 1, 2020
How to make payments	We will no longer accept payments made in a foreign currency or a payment drawn on an account at a bank located outside of the U.S.

13039 ن

#### **Detail of Changes to Your Cardmember Agreement**

This notice amends your American Express Cardmember Agreement ("Agreement") as described below. Any terms in the Cardmember Agreement conflicting with this change are completely replaced. Terms not changed by this notice continue to apply. If you have any questions, please call the number on the back of your Card.

Your Cardmember Agreement will be amended as follows:

Al Effective Immediately, the fifth sentence in the Sending a Claim Notice paragraph in the Claims Resolution section and the sixth sentence in the Sending a Claim Notice paragraph in the Claims Resolution for Covered Borrowers section in Part 2 of the Cardmember Agreement are deleted and replaced with:

#### Sending a Claim Notice

"Notice to us must include your name, address and Account number and be sent to American Express ADR c/o CT Corporation System, 28 Liberty Street, New York, New York 10005."

**B. Effective August 1, 2020,** the *About your payments* section in Part 2 of the Cardmember Agreement is amended by deleting the paragraph before the last paragraph in the *How to make payments* sub-section and replacing it with the following:

"We will not accept a payment made in a foreign currency or a payment drawn on an account at a bank located outside of the U.S."

CMLENGDPRUS0108

### Notice of Important Changes to the Membership Rewards® Program Terms & Conditions

We are making changes to the Membership Rewards Program Terms & Conditions. We encourage you to read this notice, share it with Additional Card Members on your account, and file it for future reference. The detailed changes to the Membership Rewards Program Terms & Conditions can be found after the below summary chart.

Summary of Changes, Effective Immediately		
About the Program, Getting Points	We are changing the Membership Rewards Program Terms & Conditions to remove all mentions of American Express® Gold Card for Ameriprise Financial and Platinum Card® from American Express for Ameriprise Financial.	
Getting Additional Points	We are updating the Membership Rewards Program Terms & Conditions to clarify how you receive additional points and the circumstances in which you may not receive additional points.	
Arbitration (Claims Resolution)	We are making changes to the claims resolution sections of the Membership Rewards Program Terms & Conditions.	

ID 13059

See the following page(s) for the Detail of Changes to the Membership Rewards Program Terms & Conditions.

CMLENGDPRUS0125

#### Closing Date 08/03/20

Account Ending

n 9/10 **2007** 

#### IMPORTANTINOTICES communes selections

#### Detail of Changes to the Membership Rewards Program Terms & Conditions

This notice amends the Membership Rewards Program Terms & Conditions (the "Terms & Conditions") as described below. Any terms in the Terms & Conditions conficting with this change are completely replaced. Terms not changed by this notice continue to apply. If you have any questions, please call the number on the back of your Card

- A. Effective immediately, the Getting Points section and the About the Program section will be amended by removing all mentions of American Express\* Gold Card for Ameriprise Financial and Platinum Card\* from American Express for Ameriprise Financial.
- B. **Effective immediately**, the *Getting Additional Points* subsection of the *Getting Points* section is amended by deleting the following:

"Purchases made through third parties (including rese ers and online marketplaces) or through a third party payment account will not earn additional points."

And replacing with the following:

"Merchants are assigned codes based on what they primarily sell. We group certain merchant codes into categories that are eligible for additional points. A purchase with a merchant will not earn additional points if the merchant's code is not included in an additional points category. You may not receive additional points if we receive inaccurate information or are otherwise unable to identify your purchase as eligible for an additional points category. For example, you may not receive additional points when:

- a merchant uses a third-party to sell their products or services; or
- a merchant uses a third-party to process or submit your transaction to us (e.g., using mobile or wireless card readers); or
- you choose to make a purchase using a third-party payment account or make a purchase using a
  mobile or digital wallet.

For questions about additional points on a purchase, call the number on the back of your Card. Please v.sit **americanexpress.com/rewards-info** for more information about rewards."

C. **Effective Immediately**, the fifth sentence in the *Sending a Claim Notice* paragraph in the *Claims Resolution* subsection and the *Claims Resolution for Military Lending Act (MLA) Covered Borrowers* subsection under the *Arbitration* section is deleted and replaced with:

#### Sending a Claim Notice

"Notice to us must include your name, address and Account number and be sent to American Express ADR c/o CT Corporation System, 28 Liberty Street, New York, New York 10005."

#### INFORCEMENTAL SECTION OF THE SECTION

#### **EFT Error Resolution Notice**

In Case of Errors or Questions About Your Electronic Transfers Telephone us at 1-800-IPAY-AXP for Pay By Phone questions, at 1-800-528-2122 for Pay By Computer questions, and at 1-800-528-4800 for AutoPay and at 1-800-CASH NOW for Express Cash questions. You may also write us at American Express, Electronic Funds Services, P.O. Box 98:531, El Paso TX /9998-1531, or contact online at www americanexpress.com/inquirycenter as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

1. Tell us your name and account number (if any).

2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.

3. Tell us the dol ar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 pusiness days to do this, we will credit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.